



CASA Program Policy and Procedure Manual

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A program of the Iowa Child Advocacy Board

<https://childadvocacy.iowa.gov>

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SECTION 1: PROGRAM OVERVIEW	1
A. Mission and Purpose of Iowa CASA Program.....	1
B. Program Governance.....	1
C. State Affiliation.....	5
D. National Affiliation.....	5
SECTION 2: ETHICAL CONDUCT.....	6
A. Conduct:	6
B. Confidentiality Policy:.....	6
C. Knowledge and Understanding:.....	9
SECTION 3: PUBLIC RELATIONS	10
A. Public Relations	10
SECTION 4: DISPROPORTIONALITY	12
A. Increase awareness of the issue.....	12
B. Engaging in Community Partnerships.....	12
C. Recruitment	12
SECTION 5: CASA MANAGEMENT	13
A. Recruitment	13
B. Screening of Applicants	13
C. Pre-Service Training	16
D. Swearing-In Ceremony.....	18
E. CASA Supervision and Responsibilities	19
F. Advocate Roles and Responsibilities	24
G. Release of a CASA appointment	27
H. Advocate Retention and Recognition	28
I. Dismissal of an Advocate or Coach.....	28

J. Program Exit by an Advocate or Coach.....	28
SECTION 6: RECORD KEEPING.....	29
A. Case Record Management.....	29
B. CASA Record Management	30
C. Statistical Data	33
SECTION 7: FRIENDS OF IOWA CASA & FCRB	34
A. Friends Account.....	34
B. Fundraising, Donations and Grants.....	34
C. Audit.....	34

Resources

Staff can access the resources referenced in this manual on the Iowa Child Advocacy Board website. <https://childadvocacy.iowa.gov/staticpages/index.php?page=PoliciesandProceduresStaff>

1. Program Description and Criteria
2. Friend of Court Model
3. Guardian Ad Litem Model
4. ICAB Social Media Policy
5. Recruitment Plan Template
6. Cover Letter – Applicant
7. Application
8. Iowa CASA Fact Sheet
9. CASA Role – Job Description
10. Foundations Training Schedule
11. Personal Inquiry Letter
12. Personal Inquiry Questionnaire
13. CASA Interview Form
- 13b. Advocate Skills and Perspective Assessment
14. DHS Child Abuse Check
15. ICAB Consent Form
16. Substitute W-9
17. Travel Claim
18. Iowa Code for Oath
19. Confidentiality Oath
20. Request for CASA Assignment
21. a. Order for CASA-GAL Assignment
21. b. Order for Court Appointed Special Advocate Assignment
22. a. Order for CASA-GAL Appointment

- 22. b. Order for CASA Appointment
- 23. a. Notice of Acceptance (Coach Model)
- 23. b. Notice of Acceptance (Coordinator supervision)
- 24. Announcing CASA to Interested Parties
- 25. Parent Information Sheet and CASA and You
- 26. ICAB Office Protocol
- 27. Case Summary Action Plan
- 28. CASA Case Progress Review Form
- 29. Tracking Form – CASA Training
- 30. Exception – In-Person Contact Form
- 31. Health Related Consent Form
- 32. Non-Health Related Consent Form
- 33. a. CASA Report Template
- 33. b. Template with Guide
- 34. CASA Program Exit Survey
- 35. Exception – Multiple Case Form
- 36. Transportation Policy
- 37. Transportation Consent
- 38. a. Order to Release CASA Advocate
- 38. b. Order to Release CASA Advocate and Program
- 39. Accounting Form for Friends
- 40. Ethic Form for Friends
- 41. Confidentiality Agreement for CASA Assistant or Volunteer Office Staff
- 42. P&P Letter of Acknowledgement for Advocates
- 43. Photo Release Form
- 44. a. Monthly Advocate Update Template (word) *revised October*
- 44. b. Monthly Advocate Update Template (pdf) *revised October*
- 45. Revocation of Order for Court Appointed Special Advocate Assignment
- 46. Coach Progress Review Form
- 47. Case Closure Survey - Advocate
- 48. Case Closure Survey - Interested Parties
- 49. Pledge - CASA Advocate *New*
- 50. Pledge - CASA Coach *New*
- 51. Case Closure *New*

Section 1: Program Overview

This section provides an overview of the Iowa CASA Program as it relates to the mission, purpose, governance, and affiliations.

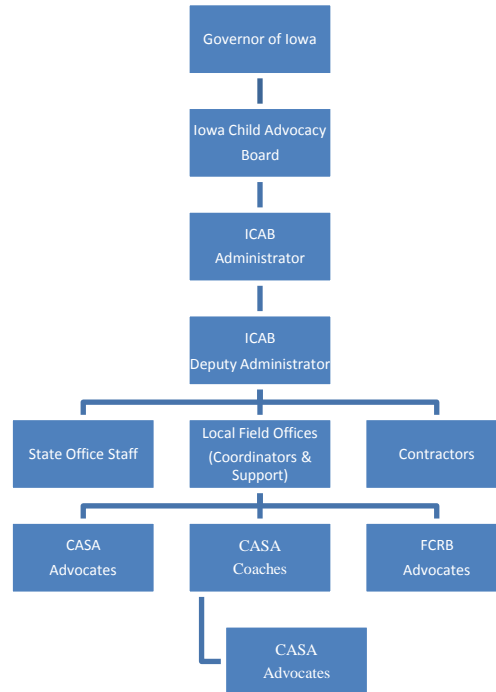
A. Mission and Purpose of Iowa CASA Program

1. The Iowa Court Appointed Special Advocate (CASA) program commissions trained and qualified community advocates to serve as an effective voice in court for abused and neglected children, strengthening efforts to ensure that each child is living in a safe, permanent and nurturing home.
2. The Iowa CASA program recognizes the importance of advocating for the best interests of abused and neglected children in the court system. The goal of the Iowa CASA program is continued development and expansion of an active CASA program (advocates recruited, screened, trained, and assigned to cases, with supervision and program assistance available) in all of Iowa. The Iowa CASA Program has been granted the legal authority to operate in all of Iowa's 99 counties.
3. The child population served by the Iowa CASA program is clearly defined as children from birth to 18 years of age who have been adjudicated a child in need of assistance (CINA). The Iowa CASA program accepts court-referred cases that meet the definition of child in need of assistance (CINA), per Iowa Code Section 232.2. The CASA program serves any child for whom the court appoints a court appointed special advocate. The court may appoint an advocate to represent the interests of a child in any judicial proceeding to which the child is a party or is called as a witness or relating to any dispositional order involving the child resulting from the proceeding. The court may appoint an advocate in a delinquency, child in need of assistance or family in need of assistance proceeding. If the plan for the child's transition from foster care to adulthood identifies services or other support needed to assist the child when the child becomes an adult and the court deems it beneficial to the child, the court may authorize the court appointed special advocate to continue a relationship with and provide advice to the child for a period of time beyond the child's eighteen birthday.
4. The Iowa CASA program solely provides trained and qualified community individuals to advocate for the best interests of children who come before the court as a direct result of abuse or neglect as defined by the state child welfare laws. All Iowa CASAs must submit an application, provide three personal references, complete a personal interview with CASA staff, pass background checks, complete thirty (30) hours of pre-service training and take an Oath of Confidentiality with a Judge before being appointed to a case.

B. Program Governance

1. Iowa Child Advocacy Board
 - a. The board is a nine member volunteer board appointed by the Governor. The Board provides oversight to both the Court Appointed Special Advocate program and the Foster Care Review Board program. The Iowa Child Advocacy Board Administrator is hired by the State Board and reports directly to the Board regarding agency decisions and governance. The Board works to ensure that Iowa's abused and neglected children and all foster children are well cared for and that the system designed to meet their needs is doing so in the most effective manner possible. One method of tracking data for the children served by the CASA program is the Iowa Child Advocacy Board's web-based data system, Iowa CAB Online (ICO).

- b. The Board is responsible for making recommendations to the Governor, Legislature, Supreme Court, Chief Judge of each judicial district, Department of Human Services (DHS), and child-placing agencies on ways to improve the delivery of foster care services. Members also submit recommendations on how to remove barriers that prevent the delivery of top-quality foster care, as well as services to abused and neglected children.



2. Program Administrator's responsibilities, operating out of the State Office, include the following for the CASA Program:
 - a. Regularly collect, organize and report budgetary, programmatic and systemic information and recommendations to the State Board to assist it to carry out its statutory duties, which include the establishment and administration of Iowa's CASA program and the delivery of reports and recommendations to the Governor, General Assembly, Court and others. Assist the Board as directed in all matters related to its meetings, deliberations and decisions.
 - b. In consultation with ICAB staff, stakeholders and organizations involved in the child welfare system, develop operational plans to implement the strategies established by the Board.
 - c. Review or modify changes in operations, staffing assignments, information management system functions, CASA program policies and related matters as needed or as requested or proposed by local program staff, state office management team or CASA program's steering committee; establish and monitor functional work activities and organizational relationships to meet statutory and program funding requirements and achieve ICAB goals and objectives.
 - d. Provide direct supervision to CASA staff in coordination with the Deputy Administrator. In cooperation with the Department of Inspections and Appeals, approve and assure appropriate personnel actions for all ICAB employees related to selection, performance, leaves of absence, grievances, work schedules and assignments and disciplinary procedures; and, administer personnel and related policies and procedures.

- e. Provide policies, direction and consultation to Coordinators to assure their appropriate recruitment, screening, training, supervision and support of all ICAB program advocates. Accept or reject requests for policy exceptions to advocate eligibility conditions based on background check findings. Exercise authority to intervene and resolve ICAB staff disputes, disciplinary actions or other concerns with advocates as needed to assure staff and advocate compliance with ICAB program policies.
 - f. Develop and maintain effective working relationships and carry out planning and advocacy activities with a broad spectrum of key officials and organizations to generate executive, legislative and related support for budget requests and management decisions on ICAB priorities/goals. Represent ICAB on statutory committees and other national, state, local child welfare initiatives and partnerships. Identify and carry out initiatives that promote ICAB programs and their volunteer opportunities to targeted audiences and the general public.
 - g. Prepare, or approve, and provide required reports and responses to requests for information from the Governor's Office, General Assembly, Court, funding sources, ICAB program interested parties and others.
 - h. Seeks grants as deemed necessary and appropriate to assist in growth and programming of CASA in the state of Iowa.
3. Deputy Administrator's responsibilities, operating out of the State Office, include the following for the CASA program:
- a. Provide direct supervision to CASA staff in coordination with the Administrator. Assure appropriate personnel actions for CASA employees related to performance, leaves of absence, grievances, work schedules and assignments and disciplinary procedures; and, administer personnel and related policies and procedures. For new hires, arrange for initial training and mentoring, and create performance plan. Initiate and complete timely performance evaluations for designated staff.
 - b. In consultation with Administrator and ICAB staff, direct and oversee the development of specific plans to carry out program operations.
 - c. Recommend and assist the implementation of approved changes in operations, staffing assignments, information management system functions, and other CASA program policies and related matters as needed or as requested or proposed by field staff, state office management team or steering committee.
 - d. Regularly collect, organize and report statistical information for the CASA program. Analyze information and seek to maximize the effectiveness of the programs for both individual staff contributors and the agency as a whole. Provide consultation and support for field staff in the execution of their assigned duties.
 - e. Provide policies, direction and consultation to local program coordinators to assure their appropriate recruitment, screening, training, supervision and support of all ICAB program advocates. Exercise management authority to intervene and resolve ICAB staff disputes, disciplinary actions or other concerns with advocates as needed to assure staff and advocate compliance with ICAB program policies.
 - f. Develop and maintain effective working relationships and carry out planning and advocacy activities with a broad spectrum of key officials to support management decisions on ICAB priorities/goals.
 - g. Organize the NCASAA annual report for the agency by coordinating the data collection of the Coordinators and providing state-level data within established time frames.

4. Program Coordinator's responsibilities, operating out of a specific cluster of counties, are as follows:
 - a. Meet with Judges, DHS, county attorneys, attorneys and service providers to educate them about the CASA program. Maintain ongoing contact with these professionals to enhance your working relationship and problem solve with those individuals and agencies as needed. Seek and receive their feedback regarding program functionality and their recommendations to further enhance CASA.
 - b. Increase public awareness of the CASA Program through public speaking to community groups and organizations.
 - c. Handle local media responsibilities as needed for recruitment and/or public awareness about the program.
 - d. CASA Management as outlined in Section 5 of this manual.
 - e. Record keeping as outlined in Section 6 of this manual.
 - f. Perform other responsibilities to include: maintain contact with Administrator and Deputy Administrator for program updates; attend program staff meetings as scheduled; other duties as determined by the Administrator to be in the best interest of the local program.
5. Role of a CASA Coach
 - a. Provide support and coaching for 5-10 advocates in their work with children which includes but is not limited to:
 - i. Case assignments and verification of an advocate's acceptance of the case.
 - ii. Review initial case file information with the advocate and assist in the development of the advocate's action plan for the case.
 - iii. Track court hearings and confirm the advocate's attendance.
 - iv. Maintain monthly contact with advocates to obtain case updates and address issues as needed.
 - v. Remind advocates to keep up-to-date contact log entries, training hours, and timely submission of hours/miles and court reports.
 - vi. Review and edit advocate's reports. Submit reports to the CASA Coordinator for final review and distribution prior to each court hearing.
 - vii. Be available to advocates for assistance with cases and to attend court hearings with an advocate or on his/her behalf if needed. If unavailable, schedule coverage by contacting the CASA Coordinator.
 - b. Maintain communication with the CASA Coordinator a minimum of once a month to discuss cases, progress, issues or critical events that occur in a case.
 - c. Professional Development
 - i. Be knowledgeable of the CASA Policies and Procedures for the program, advocates and coaches.
 - ii. Attend required training and educational opportunities to enhance skills.
6. Role of the CASA

Upon completion of pre-service training requirements, a CASA will be assigned to a case and fulfill the following responsibilities:

 - a. Investigation: The CASA carries out an objective examination of the situation, including relevant history, environment, relationships, and needs of the child.
 - b. Facilitation: The CASA identifies resources and services for the child and facilitates a collaborative relationship between all parties involved in the case, helping to create a situation in which the child's needs can be met.
 - c. Advocacy: The CASA speaks up for the child by making recommendations at each court hearing regarding the child's best interests.

- d. Monitoring: The CASA monitors whether the orders of the court and the plans of the child protective services agency are carried out, and reports to the court or collaborates with the child protective services agency when any of the parties do not follow those orders and plans.

C. State Affiliation

1. The Iowa CASA programs comply with all state law, regulations and administrative and court rules.
2. The Iowa CASA programs take advantage of services available from the state office which may include:
 - a. Technical assistance
 - b. Resource materials
 - c. All-staff meetings
 - d. Training opportunities
 - e. Web resources

D. National Affiliation

1. The CASA Program takes advantage of the services available from National CASA which include:
 - a. Technical assistance
 - b. Resource materials
 - c. National conference
 - d. Training opportunities
2. When using National CASA trademarks including taglines, slogans, and logos, the CASA program adheres to National CASA graphic standards.
3. The CASA program uses the name CASA, GAL or identifies itself as a member of the National CASA Association on all promotional, public relations and recruitment materials.
4. The Iowa CASA Program and its individual Program sites are members of the National CASA Association, and as such, are bound by the following standards:

Standard 1:	Program Mission and Purpose
Standard 2:	Ethical Conduct
Standard 3:	Inclusiveness and Diversity
Standard 4:	Disproportionality
Standard 5:	Program Governance
Standard 6:	Human Resources Management
Standard 7:	Volunteer Management
Standard 8:	Public Relations
Standard 9:	Planning and Evaluation
Standard 10:	Financial, Facility and Risk Management
Standard 11:	Record Keeping
Standard 12:	National Affiliation
Standard 13:	State Affiliation
Standard 14:	Program Development, Implementation and Expansion

A complete copy of the National CASA Association Local Standards may be obtained by contacting the local CASA office in your area or accessing it from www.casaforchildren.org .

Section 2: Ethical Conduct

This Code of Ethics provides advocates and the staff of the Iowa CASA program with guidelines for professional behavior and ethical conduct. Advocates, CASA coaches and staff shall abide by this Code of Ethics and all laws and regulations governing their activities.

A. Conduct:

1. Employees, CASA coaches and advocates will uphold the credibility and dignity of the CASA concept by conducting all business in an honest, fair, professional and humane manner.
2. Employees, CASA coaches and advocates will not use their authority inappropriately, nor condone any illegal act or unethical practice related to the program or community. Employees, advocates and governing body members must immediately notify the CASA program of any criminal charges filed against them.
3. Employees, CASA coaches and advocates shall not use CASA to promote personal gain through the inappropriate use of good/materials, confidential information or by abuse of their position.
4. Employees, CASA coaches and advocates will avoid any action that could adversely affect the confidence of the public in the integrity of the program.
5. Employees, CASA coaches and advocates shall not engage in any activity that might create a conflict of interest for the CASA program or for themselves individually.
 - a. If a possible conflict of interest arises at the management level, the Administrator shall report to the State Board in writing that the conflict of interest was disclosed and that the interested party was not present and did not participate in discussion, deliberation or decision on the matter.
 - b. If any party does not disclose a potential conflict of interest prior to becoming involved in a transaction or decision effected by the conflict, appropriate discipline or dismissal will be implemented.
 - c. See Section 5: CASA Management for conflict of interest policy regarding advocates.
6. The CASA program will serve and respond to requests without bias because of race, religion, sex, gender, national origin or handicap.

B. Confidentiality Policy:

1. Case file information
 - a. The CASA program staff, coaches and advocates will respect the right to privacy of all individuals and will keep information about CASA cases confidential. Staff and advocates shall adhere to the confidentiality of records provisions pursuant to Iowa Code §217.30. Violation of this section shall constitute a serious misdemeanor.
 - b. Pursuant to Iowa Code §235A.15 and §235A.17, staff, coaches and advocates shall maintain all information received from the child abuse registry or assessment report as confidential and shall not disseminate such information except when the re-dissemination is in connection with official duties, and the person receiving the information would have independent access to the same information under §235A.15.

- i. To obtain a copy of the Child Protective Services Assessment Summary, complete the DHS request form. The form can be obtained at: http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/Manual_Documents/Forms/470-0643.pdf
 - ii. Fax the form to the Child Abuse Registry
- 2. Gathering case information
 - a. Unless otherwise enlarged or circumscribed by a court or juvenile court having jurisdiction over the child or by operation of law, the duties of a guardian ad litem, and thereby court appointed special advocate, with respect to a child pursuant to Iowa Code section 232.2(22) "b" shall include the following:
 - i. Conducting in-person interviews with the child, if the child's age is appropriate for the interview, and interviewing each parent, guardian, or other person having custody of the child, if authorized by counsel.
 - ii. Conducting interviews with the child, if the child's age is appropriate for the interview, prior to any court-ordered hearing.
 - iii. Visiting the home, residence, or both home and residence of the child and any prospective home or residence of the child, including each time placement is changed.
 - iv. Interviewing any person providing medical, mental health, social, educational, or other services to the child, before any hearing referred to in subparagraph (2).
 - v. Obtaining firsthand knowledge, if possible, of the facts, circumstances, and parties involved in the matter in which the person is appointed guardian ad litem.
 - vi. Attending any hearings in the matter in which the person is appointed as the guardian ad litem.
 - vii. If the child is required to have a transition plan developed in accordance with the child's case permanency plan and subject to review and approval of a transition committee under section 235.7, assisting the transition committee in development of the transition plan.
 - b. Upon presentation of this Order to any agency, hospital, organization, school, person or office, including the Clerk of Court, Department of Human Services, Juvenile Court Services and/or agencies providing services to families and children, public and private health care facilities, medical and mental health professionals including doctors, nurses, psychiatrists, counselors and staff and law enforcement agencies, the CASA Advocate and program staff are hereby authorized to interview any relevant person and inspect and copy any records relevant to the proceedings, including protected health information, if not prohibited by federal law. The CASA Advocate and program staff may interview, and are hereby authorized to receive verbal and written disclosure from any person providing medical, mental health, social, educational, or other services to the child(ren), relating to the above named child(ren) without consent of the child(ren) or parents of the child(ren) pursuant to Iowa Code Sections 232.147(3), 237.21 and 235A.15(2)(d). The CASA and program staff may attend any departmental staff meeting, case conference, or meeting with medical or mental health providers, service providers, organizations, or educational institutions regarding the child(ren), if deemed necessary by the CASA or program staff; and pursuant to 237.21(2)(a), a court appointed special advocate may attend family team decision-making meetings or youth transition decision-making meetings upon request by the family or child and disclose case-related observations and recommendations relating to a child or a child's family while attending the meetings;

3. Disclosing Information
 - a. Iowa Code §237.21 (2)(a). A court appointed special advocate may attend family team decision-making meetings or youth transition decision-making meetings upon request by the family or child and disclose case-related observations and recommendations relating to a child or a child's family while attending the meetings.
 - b. Iowa Code §237.21 (2)(b). A court appointed special advocate may disclose case-related observations and recommendations to the agency assigned by the court to supervise the case, to the county attorney, or to the child's legal representative or guardian ad litem.
 - c. Agency in "a." refers to the Department of Human Service (DHS) or Juvenile Court Services (JCS).
 - d. When CASA staff, advocates and/or coaches are included in group emails with case specific information, subsection (2)(b) prohibits the staff, advocate or coach from replying to all recipients in the group email. Disclosing case-related observations and recommendations can only be made to DHS/JCS, the county attorney or to the child's legal representative or guardian ad litem.
4. CASA report dissemination
 - a. Reports prepared by advocates for submission will be disseminated by the local CASA program to the court and to each of the parties to the proceedings (Iowa Code 232.89) prior to each scheduled court hearing:
 - i. Only to anyone who is required to receive notice and be present at a hearing (DHS, juvenile court officer, county attorney, child's parent, child's guardian, child's legal custodian, child's attorney or guardian ad litem, intervener, parent's attorney, intervener's attorney), according to local protocol or as court ordered
 - ii. If the permanency goal is adoption, then in accordance with Iowa Code §232.88, reasonable notice for any hearing shall be provided to the agency, facility, institution, or person, including a foster parent, relative, or other individual providing preadoptive care, with whom a child has been placed. In these cases, CASA reports are disseminated to the foster parent, relative or individual with whom the child is placed for preadoptive care.
 - iii. CASA reports are provided to the local Foster Care Review Board in accordance with Iowa Code §237.20 1a(1).
 - iv. No other dissemination of information by the advocate or CASA program is permitted.
 - b. If a person is represented by counsel, providing the CASA report to that person's attorney is the same as providing it to the person and the parent's attorney should be sharing the report with their client.
 - c. Intervener as referenced in "a.i." is any agency, facility, institution, or person including a foster parent or individual providing preadoptive care, who petitions the court and is made a party to the proceeding. (Iowa Code §232.91)
5. Subpoenas. A subpoena is a writ, generally issued by a court, to compel testimony or evidence. The case records and information made available to CASA Advocates, Coaches, and staff is privileged and confidential per Iowa code. In the event that a subpoena is issued with regard to the CASA program:
 - a. Immediately bring the subpoena to the attention of the ICAB Administrator or Deputy Administrator, and provide a copy.

- b. Do not respond to, contact or discuss the matter with the issuing/serving party without further guidance.
 - c. The ICAB program has legal counsel available to provide guidance to Advocates, Coaches, Local & Lead Coordinators and administration throughout the subpoena process. A motion to quash (make null and void) the subpoena will likely be filed on behalf of CASA. Should other steps be required, specific guidance will be provided.
6. Media and legislative contact
- a. Staff, coaches and advocates of the CASA program are **strictly prohibited** from commenting on any case to the media or legislators.
 - b. CASA coaches and advocates cannot discuss information about their cases with the media or make arrangements for interviews of children or parents, regardless of their consent. The CASA program does not exploit children and families to receive media attention.
 - c. If contacted by the media or a legislator regarding a case or CASA program, coaches and advocates shall contact program staff to determine the plan for responding. Advocates may participate in providing in the response if deemed appropriate by the coordinator. If the advocate is interviewed by the media or a legislator, the coordinator shall be present.
 - d. If staff knows of an article appearing about the CASA program, a copy the article is sent to the Administrator.
 - e. It is the policy of ICAB and the Department of Inspections and Appeals to ensure that employees, in the conduct of official state business, represent the official position of ICAB when having contact with legislators and members of Congress and their staff. Legislative or Congressional staff includes caucus staff, secretaries to legislators, legislative service or fiscal staff, or any other person calling on behalf of a state legislator or member of Congress.
 - f. If coordinators are contacted by a state legislator or member of Congress or their staff with questions and an accurate answer can be given, provide the answer to the person immediately and then notify the Administrator or Deputy Administrator of the contact and response. If the question or request requires an extensive response or written reply, contact the Administrator or Deputy Administrator immediately for further direction.
 - g. The policy does not restrict an employee's rights as a private citizen or constituent to contact state legislators, members of Congress or their staff to express his or her personal views on an issue. Employees may not make personal contacts on work time.
7. Use of technology
- a. Reasonable precautions must be taken to guard confidential issues in regard to the use of technology such as email, electronic and social media sites, computers, and cell phones. Electronic files and devices must be password protected.

C. Knowledge and Understanding:

- 1. Individuals working in the CASA program as staff, coaches or advocates must be trained in the operations of the court, child welfare systems, and in the dynamics of child abuse and neglect.
- 2. The CASA program, its staff, coaches and advocates must respect a child's inherent right to grow up with dignity in a safe environment that meets the child's best interest, first and foremost with a biological parent if the parent is able to provide a minimum sufficient level of care to the child.

Section 3: Public Relations

CASA Coordinators will maintain a proactive working relationship with judges, attorneys, DHS, service providers and other parties involved in cases, as well as maintain a positive community presence. Public support is a significant factor in maintaining credibility and staying-power. Resources 1 – 3; 8 and 9 contain program information that may be utilized for networking. A CASA marketing toolkit is also available on ICAB's website.

A. Public Relations

1. ICAB utilizes a coordinated, statewide public communications strategy that includes:
 - a. The role of the Coordinator in conveying information to the public. The Coordinator is responsible for carrying out that role.
 - b. An ongoing program of public information and education to provide an understanding of the program's purpose, function and place in judicial proceedings and the child welfare system. At least annually, the CASA Coordinator will have personal contact with the following individuals or groups to assess the working relationship between them and the CASA program:
 - i. Judge
 - ii. County Attorney
 - iii. Juvenile public defender and children attorneys/GALs
 - iv. DHS
 - v. Contracted service provider agencies
 - c. Outreach to make known the CASA program's role, functions and capacities to other agencies, community organizations, governmental bodies and corporations as appropriate.
 - i. Coordinators will perform public speaking engagements in accordance with the public communications strategy.
 - ii. Coordinators handle local media responsibilities in accordance with the public communications strategy.
 - d. The use of standard identification for program staff, coaches and advocates.
 - i. Personalized business cards will be provided to coaches and advocates using the standard template available through the ICAB website.
 - ii. Personalized name badges will be provided to coaches and advocates after successful completion of the pre-service training requirements. Local Coordinators will order name badges on supply orders submitted to the State Office on a monthly basis.
2. The CASA program works closely with representatives from the legal and social services communities, other child advocacy programs, community service and civic groups as well as with businesses to accomplish its purposes and to foster interagency collaboration and coordination of services. Coordinators are encouraged to participate in child welfare collaborations within their communities.
3. The CASA program complies with the ICAB written crisis management plan as follows:
 - a. ICAB is committed to taking a preemptive, agency-wide approach to planning for crisis management. All CASA staff are directly supervised by the Iowa Child Advocacy Board (ICAB) Management, consisting of the Administrator and Deputy Administrator. Staff are to immediately report to Management concerns, questions and information which might have a significant impact on the credibility, reputation or funding at the local, state or national level. Advocates are to be made aware of the

- need to report similarly to their local program coordinator. Crisis examples may include death of a child served, harm to a child by a caregiver or advocate, an advocate's failure to adhere to program policy resulting in harm to a child, or media providing negative information about the work of the CASA program.
- b. Management will assess situations with gathered facts, and inform as appropriate other key contacts (e.g. ICAB Chair; DIA; Iowa Governor's Office; National CASA staff) about the developments involving the Iowa CASA program and the potential significant negative impact on program goals or operations.
 - c. If a crisis arises at a state level which would specifically impact a particular local program, Management will inform the local Coordinator(s).
 - d. Legal and media issues will be directed toward the appropriate state-level personnel. Written responses will be prepared and released in a clear, concise manner with the guidance of DIA/Iowa Governor's Office (for additional policy regarding media, see Section 2: Ethical Conduct).
 - e. Crisis intervention needs of CASA coaches, advocates and staff will be addressed on an individual basis, in consultation with the affected person(s). Intervention will occur within 72 hours of the incident, and counseling needs arranged timely.
4. The CASA program staff, coaches and advocates must comply with the ICAB written social media policy. See Resource 4: ICAB Social Media Policy.

Section 4: Disproportionality

Recognizing National CASA's commitment to putting an end to disproportionality and ensuring an equitable and fair outcome for *all* children, the Iowa CASA program staff and volunteers address issues of racial disproportionality as outlined in this section. To better understand the issue of disproportionality, review NCJFCJ's *Disproportionality Rates for Children of Color in Foster Care*.

This can be obtained from the following site:

<http://www.ncjfcj.org/sites/default/files/Disproportionality%20Rates%20for%20Children%20of%20Color%202010.pdf>

A. Increase awareness of the issue

1. Through utilization of resources; and
2. In-service trainings for volunteers

B. Engaging in Community Partnerships

1. Partner with child welfare providers and court representatives to identify and address the root causes of disproportionality in our communities.
2. CASA staff will explore and become engaged in partnerships within their communities that address the issues of disproportionality.

C. Recruitment

1. Iowa CASA programs strive to recruit an advocate base reflective of the diversity and cultural makeup of the children served.
2. This is further addressed through written recruitment plans which demonstrate that inclusiveness and diversity are essential components of quality advocacy and includes targeted strategies to attract advocates from diverse cultural and ethnic backgrounds. Plans are updated every six months with progress and revisions and submitted to the state office.

Section 5: CASA Management

A. Recruitment

1. Inclusiveness and Diversity Plan
 - a. The CASA program is inclusive and each Coordinator has a written plan for recruiting and selecting advocates who reflect the children served.
 - b. The recruitment plan demonstrates that inclusiveness and diversity are essential components of quality advocacy and includes targeted strategies to attract advocates from diverse cultural and ethnic backgrounds and from a variety of age groups and socio-economic levels.
 - c. The Iowa Child Advocacy Board maintains set recruitment goals for the CASA program. If the number of CASAs required for the county or counties for which the Coordinator is responsible exceeds the number approved by the Administrator, the Coordinator shall recruit a sufficient number of CASA coaches to supervise and coach the advocates needed to meet the court's requirements.
 - d. The Coordinator is responsible for recruiting, screening, selecting, training and supervising a sufficient number of advocates to serve every child for whom a district court judge assigns the Coordinator to provide an advocate.
 - e. Recruitment plans are reviewed and revised by Coordinators as needed. The plans are submitted to administration every six months for review. Use Resource 5: Recruitment Plan Template.
 - f. The CASA staff utilizes a variety of recruitment methods to meet the goals set forth in their recruitment plans. A recruitment method guide is available on the ICAB website.
2. Recruiting Advocates
 - a. The CASA program uses a standardized packet of written information to recruit advocates which includes:
 - i. Cover letter (Resource 6)
 - ii. Application (Resource 7)
 - iii. Iowa CASA Program Fact Sheet (Resource 8)
 - iv. Role – Job Description (Resource 9)
 - v. Foundations Training Schedule (Resource 10)
 - b. The CASA program initiates follow-up contact with individuals once their application is received.
 - c. The CASA program initiates follow-up contact with individuals who received the written information but did not submit an application. The purpose of the contact is to see if they have any questions and remind them to submit an application, either online or in written format, in order to start the screening process.
 - d. The CASA program informs potential advocates of, and refers them to other CASA/GAL programs, if the applicant might be eligible for or prefer to serve in another CASA program.

B. Screening of Applicants

1. Qualifications and Requirements of Coaches and Advocates
 - a. Potential coaches and advocates must possess the following qualifications:
 - i. Have a genuine interest in advocating for children, their rights and needs.
 - ii. Have time to perform CASA duties and a schedule which allows for the completion of mandatory duties.

- iii. Commit initially to a one (1) year case assignment as a CASA and understand that a CASA is expected to continue case responsibilities until the case or the assignment is terminated by the Court.
 - iv. Have the ability to interact with people involved in the child welfare system - child, family, and professionals.
 - v. Have the ability to communicate effectively both in verbal and written presentations.
 - vi. Must be at least 19 or older. [21 years is the suggested National CASA Standard.]
 - vii. Not be a person employed by the state board or the DHS, the department of inspections and appeals, the district court, an employee of an agency with which DHS contracts for services for children.
 - b. In addition to meeting all requirements in B.1.a, a CASA coach shall have served for two years as a CASA advocate on assigned cases and shall be in good standing. The Administrator may approve comparable alternate experience as a coach.
 - c. A CASA coach candidate is invited by a Coordinator to serve in the role of coach. A determination may be made to end the CASA coach role if either the coach or the Coordinator deems appropriate. A coach candidate who is in good standing as an advocate has no additional application requirements. A coach candidate who has received approval for alternate comparable experience and any CASA applicant shall complete the following requirements:
 - i. A program application and return the form to the CASA office.
 - ii. Provide the names and addresses of at least three non-relative personal references.
 - iii. Authorize a release of information for the CASA program to conduct a complete criminal history check of applicant's background, including DCI, FBI, Motor Vehicles Division, Child Abuse Registry and Sexual Offender Registry. Failure to authorize any of these releases will result in dismissal of the applicant.
 - iv. Participate in at least one personal interview with the local Coordinator.
 - v. Participate in mandatory CASA pre-service training, consisting of a minimum of thirty hours course time. If the Foundations Trainer has concerns about the applicant's ability to continue with the training process, s(he) will communicate concerns directly to the Coordinator for consideration.
 - vi. Take a Confidentiality Oath, administered by the presiding juvenile court judge, or designee, for which the advocate will be performing official duties.
 - d. The CASA program informs potential coaches and advocates of, and refers them to other CASA programs, National CASA or the state CASA organization if the applicant might be eligible for or prefer to serve in another CASA program.
2. Application
- a. Receiving an Application
 - i. The potential advocate must complete the application in its entirety and then submit it to the Coordinator for review. This can either be completed through the ICO system or by submitting the application to the local office.
 - ii. The CASA program maintains a record for each applicant that includes: their application with identifying information and emergency contact, reference documentation and completed background documentation.

- b. Personal Reference Checks
 - i. Program staff sends a Confidential Personal Reference Questionnaire to the three (3) references provided by the applicant, all of whom are unrelated to the applicant. (Resources 11: Personal Reference Letter and 12: Personal Reference Questionnaire.)
 - ii. Reference checks are documented in ICO.
 - iii. Each applicant needs three (3) completed references on file to meet National CASA Standards.
 - iv. The Coordinator reviews the questionnaires as part of the screening process for the applicant. The Coordinator may also want to contact DHS supervisors regarding the names of any applicants. DHS may be aware of potential conflicts of interest with some applicants. The Coordinator will take the information into consideration when screening the applicant.
- 3. Screening Process
 - a. CASA Interview
 - i. The coordinator schedules a time to meet with the applicant to conduct a personal interview. Each applicant must complete a formal documented interview prior to registering for Foundations.
 - ii. Use Resource 13: CASA Interview Questionnaire. A copy of the interview questionnaire is kept in the CASA advocate's record.
 - iii. The applicant will complete an Advocate Skills and Perspective Assessment (pre-Assessment column). Use Resource 13b. The coordinator will upload a copy of the assessment to the respective Cohort folder in Drop Box: Training: CASA Pre-Service Training folder. This assessment is used in Modules 2 and 6 of the Pre-Service Training.
 - iv. The interview process is a way for the coordinator to meet face to face with the applicant and get to know more about the individual. The interview questions cover several areas regarding the applicant's life. It is used as a way to understand what life, work and/or other volunteer experiences the applicant has encountered. By knowing more about the applicant, the coordinator will be better able to match an advocate with a specific case.
 - b. Background Checks
 - i. Background checks must be completed on all potential coaches and advocates before (s)he is able to attend training and accept a CASA case assignment.
 - ii. Have applicants sign background check releases at the interview. The following checks need to be completed and signed by each potential advocate:
 - 1. Child Abuse Registry – use Resource 14: DHS Child Abuse Check
 - 2. Iowa Child Advocacy Board Form – use Resource 15, which covers:
 - a. Motor Vehicle Check
 - b. Sex Offender Registry Check
 - c. Iowa Criminal Record Check with DCI
 - d. National Criminal Record Check includes SSN verification
 - e. Child Abuse Registry Check for any state(s) that the applicant resided in during the past seven (7) years.
 - iii. Fax or scan/email signed forms to Administrative Assistant in State Office for further processing. Background checks will be completed 10 days prior to the advocate attending Foundations training.
 - iv. Screening of Applicants with a Criminal History

1. Applicants who refuse to sign required background check releases will not be considered for acceptance into the CASA program.
2. Any applicant found to have been convicted of, or having charges pending for, a felony or misdemeanor involving a sex offense, child abuse or neglect or related acts that would pose a risk to children or to program credibility is not accepted as an advocate.
3. An applicant with a documented criminal domestic abuse, child physical abuse offense or sexual abuse documented on the abuse registry will not be approved.
4. An applicant found to be convicted of other types of misdemeanors or felonies that would not pose a risk to children or program credibility may be approved by the Administrator after review in consultation with the Coordinator.
5. Coordinators may request an exception from the Administrator if an applicant has a negative background check finding. Examples of offenses that may qualify for an exception include:
 - a. An operating while intoxicated (OWI) offense older than 4 years with documented completion of successful treatment.
 - b. A drug offense older than 8 years with documented completion of successful treatment.
 - c. A felony conviction of truth and veracity offenses more than 10 years old.

C. Pre-Service Training

1. Pre-Service Training is offered by the Local and Lead Coordinator and covers:
 - a. Description and explanation of the CASA's role and practical application of the advocate skills divided into seven (7) learning modules delivered in-person and through independent study.
 - b. The CASA program Advocate Policies and Procedures manual which includes, but is not limited to:
 - i. Ethical Conduct
 - ii. Guidelines and Responsibilities of a CASA
 - iii. Confidentiality
 - iv. Social Media
 - v. Record Keeping
 - vi. Grounds for Dismissal
 - c. That all training components are part of the screening process to determine if an applicant meets the qualifications of an advocate.
 - d. Prior to being sworn in by a Juvenile Court Judge and available to be assigned to an active case, the advocate must successfully complete all seven (7) modules of the Pre-Service Curriculum.
2. Pre-Service Training
 - a. Scheduling
 - i. All modules will be delivered sequentially.
 - ii. Personal Study Modules 1 and 3 are completed by the anticipated deadline as identified on the Pre-Service Training Tracker.
 - iii. In-Person Modules 2, 4 and 5, and 6 are offered on a regular basis around the state by Local and Lead Coordinators of ICAB.
 - iv. The complete training schedule is developed based on the dates of the Module 4 and 5 sessions and is considered as one learning cohort. The Lead Coordinator and Local Coordinators are responsible for scheduling the

2 day (Modules 4 and 5) in-person training session and providing updated information to other Coordinators of the dates. Lead Coordinators will enter scheduled dates into the tracking sheet so Module 2 and 6 can be scheduled by Local Coordinators accordingly.

- v. All Coordinators will enter advocate's contact information and training completion dates into the tracking sheet which is stored in Drop Box: Training: CASA Pre-Service Training.
- vi. Upon successful completion of Module 5, the Trainer will forward advocates' names and email addresses to the State Office so the Advocate can be provided with Module 7 *Securing the Human* training information from the State of Iowa's Information Security Office.

b. Registering for Pre-Service Training

- i. The applicant must complete an interview and the Skills and Perspective Assessment (Pre-Assessment column) prior to registering for training. If a Local Coordinator has potential concerns, s(he) discusses the concerns with the trainers of Module 4 and 5 prior to the Advocate's attendance at the session. After an applicant has completed an interview and identified a Module 4/5 training to attend, Coordinators will enter the applicant's contact information in the Cohort tracking sheet for the training and will place a scanned copy of the completed Skills and Perspective Assessment into the Dropbox folder that corresponds with the Cohort.
- ii. Prior to the training date for Module 4/5, the Local Coordinator provides the Advocate with Module 1, the Myers Case Study, and the date for Module 2 in-person session.
- iii. Module 4/5 is on a first come, first serve basis. If the class is full (25 people), a waiting list will be established. Coordinators are responsible for confirming attendance of the applicant prior to any in-person session. If there are cancellations those must be communicated to both Lead and Local Coordinators facilitating the training sessions.

c. Completion of Pre-Service Training and Certificates

- i. An advocate must successfully complete all 7 modules. Completion dates for each module will be recorded on the Cohort tracking sheet by the trainer of the Module.
- ii. Every advocate must sign the Letter of Acknowledgement at the end of the Advocate P&P manual. A copy of the Acknowledgement is kept in the Advocate's record.
- iii. All module evaluations will be forwarded to the State Office for ongoing assessment of curriculum and advocate training needs.
- iv. A copy of the completed Advocate Skills and Perspective Assessment from Module 6 will be kept in the advocate's record and forwarded to the State Office.
- v. If a trainer of any Module has a concern regarding an applicant based on observations during the delivering of a Module, s(he) will notify the applicant's coordinator of the concerns.
- vi. Local coordinators are responsible for scheduling the swearing-in ceremony for the advocate and Judge after the advocate has successfully completed background checks and all seven (7) modules of the CASA Pre-Service training curriculum.

- vii. The State office provides pre-signed certificates to coordinators who will create certificates for each Advocate as needed.
 - viii. Local coordinators are responsible for entering the swearing-in date into ICO in the Volunteer Profile.
- d. Reimbursement for Pre-Service Training
- i. Applicants seeking reimbursement for mileage, meals and lodging will complete the following forms with the assistance of the Coordinator:
 - 1. Substitute W-9/Vendor – Use Resource 16
 - 2. State of Iowa Travel Form – Use Resource 17
 - ii. Reimbursement requirements are as follows:
 - a. Meals are reimbursed at state rates if the person's domicile (city/town in which you work) is outside of the training location.
 - b. Mileage is reimbursed if the person resides 50 miles or more one way from the training location.
 - c. Lodging is reimbursed if the person resides 50 miles or more one way from the training location.
 - iii. Reimbursement requests must be submitted to the state office within two weeks following training.
 - iv. Reimbursement requests over 90 days old must go before the State of Iowa Department of Revenue and Finance Appeal Board for approval. This is a lengthy and costly process. The goal is to not have any expenses that require this process.
 - v. Separate expenses forms must be submitted for costs incurred in different fiscal years. The fiscal year ends on June 30. Expenses incurred in June need to be submitted as soon as possible.
 - vi. Expenses incurred on or after July 1 must be submitted on a separate form from expenses incurred in June.
3. Training Content and Delivery
- a. Training is provided by the Local and Lead Coordinators as specified by the approved training curriculum.
 - b. Training delivery will be monitored and evaluated by ICAB's Training Specialist as needed. It is expected that all content contained in the seven (7) modules of the CASA Pre-Service curriculum will be delivered sequentially to new applicants. Exceptions to the delivery method and curriculum content must be approved by the State Training Specialist and Program Administrator.

D. Swearing-In Ceremony

1. The advocate must read the Iowa Code sections (Resource 18) in preparation to take the Statement of Confidentiality Oath and be sworn in by the presiding juvenile court judge or designee **prior to accepting a case.**
2. Coordinator schedules a time with the Judge for the appointment ceremony; make sure the Advocates are available. In some areas of the state, Coordinators may be able to arrange for the local Judge to attend the final training session and swear in all the Advocates at one time.
3. The coordinator prepares a pre-signed certificate (obtained from the State Office) for each advocate.

4. An appointment ceremony is conducted by the judge or designee using the Statement of Confidentiality Oath (Resource 19). The advocate and Judge sign the Statement of Confidentiality Oath and the Judge signs the Advocate's certificate.
5. The advocate receives the certificate and an identification badge at the conclusion of the appointment ceremony.
6. A copy of the oath is kept in the CASA's record; the original is given to the advocate.

E. CASA Supervision and Responsibilities

1. Program Policies
 - a. The CASA program provides supervision which is appropriate to the advocate's needs and complexity of the case assignment and holds advocates accountable for the performance of assigned duties and responsibilities. Full-time Coordinators in one county have a caseload expectation of 40 families. Adjustments are made based on:
 - i. Percent of time employed
 - ii. Number of counties served
 - iii. Percentage of time performing FCRB duties
 - iv. Other designated responsibilities
 - b. Establish a written protocol that addresses office procedures for handling emergency and non-emergency CASA related issues. Use Resource 26: ICAB Office Protocol.
 - i. Protocols are to be given to advocates.
 - ii. Protocols must be submitted to the State Office.
 - c. Problem Resolution
 - i. If any concerns arise relating to the performance of the professionals involved in the case, such concerns shall be relayed to the Coordinator if the respective parties cannot resolve the concerns.
 - ii. General concerns about CASA policy or procedures must be directed in the following order: Coordinator, Deputy Administrator or the Administrator.
 - iii. When the Coordinator and the advocate differ regarding recommendations made to the court; the advocate's recommendations will take precedence as long as they are consistent with Juvenile Code.
 - iv. If an interested party has a grievance against an advocate, that individual can contact the Coordinator regarding the concerns. If the Coordinator is unable to resolve the concerns, the grievance will be referred to the State Office for resolution.
 - v. If a conflict or grievance occurs between the Coordinator and an advocate, the State Office will be consulted for resolution.
 - vi. If a conflict or grievance occurs between the CASA coach and an advocate, the Coordinator will be consulted for resolution.
 - vii. If a conflict or grievance occurs between the CASA coach and Coordinator, the State Office will be consulted for resolution.
 - d. Courtesy Visits/Visit Requests
 - i. The Iowa CASA program does not accept out of state requests to perform courtesy visits for other CASA/GAL programs. While an advocate is appointed in Iowa, s(he) is not appointed by the court from another state with jurisdiction over the child to represent the interests of the child. An advocate would not be considered a state employee or acting within the scope of their

employment for purposes of the state tort claims act (chapter 669) in this situation.

ii. Local Courtesy Visit Requests

1. The Iowa CASA program allows its advocates and Coordinators to provide local courtesy visits and subsequent reports.
 - a. When a courtesy CASA advocate is utilized as a supplemental advocate, the Coordinator will submit a proposed Order for Court Appointed Special Advocate (Resource 22) that is modified to identify the individual as a courtesy CASA advocate.
 - b. The courtesy advocate will sign a Notice of Acceptance/Confidentiality agreement and a copy will be kept in the child's record. (Resource 23)
 - c. When the courtesy CASA advocate fulfills his/her responsibilities, the Coordinator will submit a proposed Order to Release CASA Advocate. (Resource 38)
2. The requesting Coordinator is responsible for the supervision of the courtesy advocate during the case assignment unless the receiving Coordinator agrees to assume supervisory duties.
 - a. If the receiving Coordinator agrees to assume supervisory duties, the child or children, who require the courtesy visits, will transfer to that Coordinator's caseload for the duration of the courtesy visits. Concerns regarding the courtesy advocate's performance will be shared with the advocate's local Coordinator.
 - b. The child or children will remain on the caseload of the requesting Coordinator if that Coordinator provides supervisory duties of the courtesy CASA.

2. CASA Case Assignments

- a. Coordinators accept orders for case assignments from the local judge, assign an advocate and coach to each case and submit a proposed order to the judge for the CASA appointment. Advocates are not assigned to more than two cases at a time. See E.2.d. for further policy.
 - i. Any party to a case can request a CASA assignment but the Judge decides if a request is granted. (Resource 20: Request for CASA Assignment)
 - ii. When an Order for CASA-GAL (Resource 21a) or Order for Court Appointed Special Advocate Assignment (Resource 21b) is entered, the Coordinator, in consultation with a coach, selects a trained advocate to serve on the case. Since selecting the best fit for a case is crucial, there must be free flow of information between the Coordinator and DHS case manager assigned to the case.
 1. Ethnic, cultural and religious diversity issues are considered in the assignment process. When the court orders an advocate on a case which requires interpreter services, the Coordinator will request those services through the court as needed.
 2. Advocates are assigned to cases with consideration to their experience, understanding, skills, availability and case type preference in relation to the specifics of the case.
 3. CASA assignments must consider conflict of interest:
 - a. An advocate does not engage in activities which could jeopardize the safety of the child, the integrity of the program, the objectivity of the

- advocate, or activities which are likely to result in a conflict of interest or expose the program or the advocate to criminal or civil liability.
 - b. An advocate cannot be related to any parties involved in the case or be employed in a position that might result in a conflict of interest.
 - c. An advocate will not become personally involved with the child(ren) and family. This includes not developing intimate, social or other nonprofessional relationships with any person connected to the case.
 - d. If a conflict of interest is identified after case assignment (e.g. other parties become involved in the case that the advocate may have a conflict of interest with, employment situations of parties or an advocate change that result in a conflict, the advocate no longer maintains objectivity), then the Coordinator will submit a request to the Court asking for the advocate to be released.
 - e. If an advocate also serves on a Foster Care Review Board that reviews the advocate's case, the individual will recuse him/herself from the board reviews and participate in the review process as an interested party.
 - iii. After selecting the advocate, a proposed Order for CASA-GAL (Resource 22a) or Order for Court Appointed Special Advocate (Resource 22b) is submitted to the court by the Coordinator.
 - iv. A proposed Revocation of Order for Court Appointed Special Advocate Assignment (Resource 45) is submitted by the local Coordinator when there is no available advocate to accept the case.
 - b. Upon receipt of an Order for Court Appointed Special Advocate or GAL Advocate, program staff begins a case record for the child(ren) in ICO. Refer to Section 6: Record Keeping for policies related to creating a case record for staff, coaches and advocates.
 - c. ICO access to the case record shall be given to the advocate and coach upon acceptance of the case. A Notice of Acceptance/Confidentiality Agreement must be signed by the advocate, coach and/or coordinator and copy is maintained in the ICO case record. (Resource 23: Notice of Acceptance/Confidentiality Agreement)
 - d. After receiving an Order for Court Appointed Special Advocate or Order for CASA-GAL, program staff notifies interested parties of the advocate's appointment to the case. Notices are provided to any individual who becomes a party during the life of the case. (Resources 24: Announcing CASA to Interested Parties, 25a:Parent Information Sheet and 25b: CASA and You)
3. Local Coordinator supervision responsibilities
- a. When direct advocate supervision is provided by the Local Coordinator, the Coordinator will:
 - i. Supervise advocates through personal contact at least once per month. Coordinators are available for case conferences to review progress on each case.
 - ii. Advise advocates on the resolution of case issues by providing direction, resources and options.
 - iii. Maintain notes about case conferences with advocates.
 - iv. Attend family team meetings or other staffings as needed. Coordinators encourage advocates to attend these meetings to advocate for the child(ren). Situations that may require attendance by the Coordinator include:
 - 1. New cases to become familiar with the parties involved.
 - 2. With a first time advocate for support and to answer questions.

3. When an advocate is unable to attend.
 4. When an advocate requests the Coordinator's attendance.
 - v. Ensure that reports are submitted in a timely manner by communicating with advocates regarding deadlines. Edit reports as needed. Communicate with the advocate regarding any concerns contained in the CASA report. Coordinators do not change the content of an advocate's report without consultation.
 - vi. Distribute the CASA report to the legal parties prior to each hearing and in accordance with local protocols. If a parent or intervener does not have an attorney, a copy of the CASA report must be distributed to the individual.
 - vii. Attend court hearings as needed. If an advocate is unable to attend, the Coordinator will attend on the advocate's behalf if there is no scheduling conflict.
 - viii. Hold advocates accountable for the performance of assigned duties and responsibilities.
 - ix. Maintain case records and CASA records in accordance with Section 6: Record Keeping policies.
 - x. Conduct a documented Case Progress Review of the advocate's performance six months after the advocate's first case assignment and annually thereafter. Concerns are addressed with the advocate as needed in between review periods and interim Case Progress Reviews can be conducted at the request of the Coordinator. Use Resource 28.
 - xi. Coordinators monitor and ensure that CASAs and CASA coaches obtain 12 hours of in-service training per year and track the hours and topics for each individual. Use Resource 29 to track hours/topics.
 1. Coordinators will offer in-service training opportunities in a variety of ways that include in-person trainings.
 2. The number of in-service training hours required for newly trained advocates will be adjusted (or prorated) dependent on the time of year the advocate is trained. For example, an advocate who completes training in August is required to obtain 4 hours of in-service training during the remainder of the year.
 3. Annual in-service training opportunities must include but are not limited to: cultural competency, disproportionality, disparity in outcome training, and recognizing abuse and neglect, report writing and effective recommendations, ethics and understanding confidentiality, civility and working collaboratively with others and review of the CASA policies and procedures.
 - xii. When an advocate is no longer available to continue on an existing case, a Coordinator may fulfill duties until a CASA is available to accept the case.
- b. When the Local Coordinator assigns both a CASA coach and advocate to serve a child, the Coordinator shall carry out the following coach oversight duties:
- i. Recruit, screen, interview, train and support coaches.
 - ii. Meet with coaches a minimum of once a month to review cases and to assign each case to an advocate.
 - iii. Communicate with support staff to organize discovery on a new case and set up a file for the coach and advocate.
 - iv. Meet with coaches to discuss any problems and plans involving advocates.
 - v. Conduct 6 month and annual reviews of coaches' work. (Resource 46)

- vi. Notify coaches of conferences, seminars and meetings that will provide developmental opportunities.
 - vii. Provide ongoing coaching, support and encouragement to coaches, who in turn will assist the advocates in working with the children to whom they are assigned.
 - viii. Before distributing them to the appropriate parties, complete the final edit of court reports written by advocates and edited by coaches until the coaches demonstrate competency in editing reports. Once coach competency has been demonstrated, the coach assumes responsibility for the final edit of court reports written by advocates.
 - xi. Be present or available by telephone for court hearings as needed to cover for a coach or advocate. When the advocate and coach are not able to attend a hearing, they will provide the earliest possible notice to the coordinator to arrange for coverage at the hearing.
 - a. Advocate will provide a written statement that includes new information since the CASA report was submitted to the parties for the Coach or Coordinator to present at the hearing.
 - b. Advocate will provide a telephone number that (s)he can be reached at during the time of the hearing.
 - c. If absence is known in advance of submitting the report, a statement will be included in the CASA Report to Court in regard to the absence.
 - ix. Provide assistance as needed to coaches and advocates when they are closing a case.
 - x. Become a subject matter expert in one specialized area and provide assistance statewide to coaches and advocates who have questions about the topic.
 - xi. Maintain professional relationships with the court, the department of human services, attorneys and other service providers.
 - xii. Provide the link between the Administrator, Deputy Administrator and local coaches and advocates.
4. CASA Coach Responsibilities
- a. When a CASA coach has been assigned to oversee an advocate, the coach provides coaching and support to the advocate to ensure that each child involved receives sound advocacy and early permanency planning.
 - b. The responsibilities of the CASA coach include:
 - ii. Support and coach up to ten advocates in their work with children.
 - iii. Together with the Coordinator, assign advocates to cases.
 - iv. Inform advocates of assignment and verify their acceptance of the case using Resource 23. Notice of Acceptance/Confidentiality Agreement. A copy of the agreement is sent to the local program staff to be uploaded to the ICO case record.
 - v. Receive initial discovery documents from the local program staff and review them with advocates, making note of important documents and assisting the advocate in the development of an action plan for each case assignment. Use Resource 27.
 - vi. Report to the Coordinator a minimum of once a month to discuss advocate progress, cases and other issues that have arisen.
 - vii. Notify the Coordinator of critical events in a case.
 - viii. Track court hearings and confirm advocates' attendance.
 - ix. Consult with the Coordinator regarding any advocate performance concerns.

- x. When an advocate is no longer available to continue on an existing case, a coach may fulfill the CASA duties in the interim if his/her schedule permits the additional duties. Coach will consult with the Coordinator to determine case coverage until a different advocate is available to accept the case.
- xi. Maintain familiarity with CASA policies and procedures.
- xii. To obtain case updates and address any issues, maintain monthly contact with advocates who have cases; remind advocates to keep their contact log entries and training hours up to date and to timely submit court reports. Review Monthly Advocate Reports (Resource 44) submitted by assigned advocates and provide a copy to program staff.
- xiii. Maintain log of current cases and contacts with advocates.
- xiv. On a daily basis, check e-mails for updates and give timely approval to pending contact logs and court reports.
- xv. Review and edit court reports and send them to the Coordinator for final review and dissemination. Assume responsibility for the final edit for dissemination once competency has been demonstrated for editing court reports.
- xvi. Be available to fill in at court hearings and case-related meetings on an advocate's behalf, and document actions taken to share with the advocate. When the advocate is not able to attend a hearing, the advocate will provide the earliest possible notice to the coach to arrange for coverage at the hearing.
 - a. Advocate will provide a written statement that includes observations since the report was submitted to the parties for the Coach to present at the hearing.
 - b. Advocate will provide a telephone number that (s)he can be reached at during the time of the hearing.
 - c. If absence is known in advance of submitting the report, a statement will be included in the CASA Report to Court in regard to the absence.
- xvii. If unavailable, schedule coverage by contacting the Coordinator, who can provide assistance.
- xviii. Assist in the case progress review process of assigned advocates six months after his/her initial case assignment and annually thereafter. A copy of the case progress review is provided to the advocate and the original is maintained in the advocate's record.
- xix. Attend required training and educational opportunities to enhance skills. Coaches will obtain 12 hours of ongoing training per calendar year.
- xx. Participate in a 6 month and annual review with the Coordinator. Use Resource 46.

F. Advocate Roles and Responsibilities

1. The roles and responsibilities of the advocate are clearly communicated through written policies, job descriptions and training, and are reinforced through the supervisory process.
2. The CASA program maintains a current manual of advocate policies and procedures and provides a copy to each advocate. The advocate provides signed acknowledgement of reading and understanding of all the policies contained in the Advocate P&P Manual within 15 days of receiving the manual or revised manuals when required by the program staff. Use Resource 42. P&P Letter of Acknowledgement

3. Advocate roles and responsibilities include the following:
 - a. Consult with the coach (or Coordinator if no coach is assigned) regarding the case to develop an Action Plan for the case which identifies goals, objectives and action steps for the advocate. A Notice of Acceptance/Confidentiality Agreement will be signed by the advocate, coach and/or coordinator which serves as the advocate's notice of acceptance for the case.
 - b. Adhere to the confidentiality policies as outlined in the Advocate P&P Manual.
 - c. At a minimum, the advocate shall meet in-person with the child(ren) once every 30 days.
 - i. An exception may be granted at the discretion of the program staff; however, the decision to permit a less frequent in-person contact shall be documented as to the justification for and reasonableness of the exception. (Resource 30: Exception - In-Person Contact form)
 - ii. In situations where the advocate requests mileage reimbursement for case-related activities, the request and circumstances must be taken to the ICAB Administrator for consultation and consideration for approval.
 - d. Obtain and maintain firsthand understanding of the needs and situation of the child(ren) by conducting an ongoing review of all relevant documents and records and interviewing the child(ren), parents, DHS case manager, service providers, teachers and other pertinent persons to determine the facts and circumstances of the child's situation. As needed, advocates will request parental consent to release and obtain information from therapists, counselors or medical providers. (Resource 31: Health Related Consent Form and 32: Non-Health-Related Consent Form)
 - e. A court appointed special advocate may attend family team decision-making meetings or youth transition decision-making meetings upon request by the family or child and disclose case-related observations and recommendations relating to a child or a child's family while attending the meetings. Identify needs and advocate for the best interest of the child(ren) to assure that the child(ren)'s needs are met.
 - f. Facilitate cooperative solutions among parties when necessary.
 - g. Provide a written report (see Resource 33: CASA Report Template) for every hearing which includes observations and specific recommendations for the child, and when appropriate, the child's family. Significant case developments must be reported to the Coordinator for consideration of submitting an interim report between hearings. **To meet National CASA Standard 7.E.5.d, a CASA report to court that includes findings and recommendations is a requirement for every hearing regardless of whether or not a judge waives the submission of reports to court.**
 - i. **If the advocate has been assigned to the case less than six weeks, the coordinator will talk with the advocate and coach to determine if the advocate has enough information to submit a relevant report to the court. Discretion shall be left to the local coordinator.**
 - ii. An advocate shall only include a photograph of the child in his/her report to court if consent has been granted by the child's parent or legal guardian.
 - iii. Use Resource 43. Photo Release Form; a copy shall be kept in the child's case file.
 - h. Appear at all hearings to advocate for the child's best interest and provide testimony when necessary. When the advocate is not able to attend a hearing, the advocate will provide the earliest possible notice to the coach to arrange for coverage at the hearing.
 - i. Advocate will provide a written statement that includes observations since the report was submitted to the parties for the Coach or Coordinator to present at the hearing.

- ii. Advocate will provide a telephone number that (s)he can be reached at during the time of the hearing.
 - iii. If absence is known in advance of submitting the report, a statement will be included in the CASA Report to Court in regard to the absence.
- i. Determine if a permanency plan has been established for the child(ren) and make recommendations concerning permanency.
- j. Monitor implementation of service plans and court orders assuring that court-ordered services are implemented in a timely manner and that all hearings are held in accordance with the law.
- k. Maintain at least once a month contact with the Coach (where applicable) or Coordinator for case conferences to review progress on the case.
- l. Maintain complete data about the case, including appointments, interviews and information gathered.
- m. Return case file and any documentation to the program staff within two weeks of case closure and delete any electronic records s(he) has stored.
- n. Complete a feedback survey upon each case closure. Staff will send an online survey link to the advocate to complete.
 - i. Case closure surveys for Advocates and IPs will only be sent when the court closes a case and therefore, ends the CASA Advocate's appointment.
 - ii. The surveys will not be sent in cases where the CASA program needs to close its case prior to the court case closing.
- o. Participate in case progress reviews 6 months after initial case assignment, annually thereafter and in the interim if requested by the Coordinator or coach.
- p. Participate in 12 hours of additional in-service training per year. This is prorated for the CASA's first year dependent upon the month s(he) completes pre-service training. Included in the 12 hours of additional training is the required "Securing the Human" online training which advocates will complete on an annual basis.
- q. Complete a Monthly Advocate Update (Resource 44), to record case contacts, brief case update, hours and miles contributed for all case activities for the month and in-service training hours completed. Submit the Monthly Advocate Update to the coach by deadlines as identified by local office protocols.
 - i. Any reimbursement (including gas cards) given to advocates/coaches for travel expenses cannot exceed \$0.14/mile.
 - ii. If an advocate receives reimbursement for mileage, then the miles cannot be submitted each month as donated mileage.
- 4. An advocate will not be assigned to more than two cases at a time. An exception may be granted at the discretion of the program staff; however, the decision to permit a higher caseload shall be documented as to the justification for and reasonableness of the exception. Under the exception, a CASA will not be assigned to more than five cases. (Resource 35: Exception – Case Assignment form)
- 5. An advocate will adhere to the conflict of interest policy.
- 6. An advocate will operate in accordance to the social media policy outlined in the Advocate P&P Manual.
- 7. When one to one situations with the assigned child occur, reasonable and sensible precautions are taken by the advocate. An advocate will make every attempt to ensure the safety and security of the child during one to one situations.
 - a. These situations have the potential to make a child more vulnerable to harm by those who seek to exploit their position of trust.
 - b. Adults working in one to one situations with a child may be more vulnerable to unjust or unfounded allegations made against them.

- c. When scheduling a visit with a child, the advocate will talk to the caregiver beforehand, assessing the need to have someone else present or close by during the visit.
 - d. Advocates will avoid meeting with a child in remote, secluded areas.
 - e. Advocates will report any situation to the Coordinator where a child becomes distressed or angry during a visit between the advocate and child.
 - f. Advocates will carefully consider the needs and circumstances of the child when having a one to one visit.
8. The Iowa CASA program does not encourage transportation by advocates. If case circumstances warrant, transportation may be provided by an advocate when all of the following conditions have been met:
- a. Has reviewed the Transportation Policy (Resource 36) in the Advocate P&P Manual and chooses to accept the responsibility.
 - b. Has passed a motor vehicles division record check.
 - c. Provides annually to the program a copy of a valid driver's license, a safe driving record and adequate personal automobile insurance.
 - d. Has insurance coverage that meets or exceeds the required state minimum.
 - e. Has a Transportation Consent (Resource 37) on file for each case in which transportation will be provided that includes:
 - i. Written permission of the Coordinator.
 - ii. Written permission of the child's legal custodian, legal guardian or custodial agency.
 - f. Is knowledgeable of the potential risk of liability.
9. **Case closure ends the advocate's and coach's assignment to serve on behalf of the child. An advocate is allowed to continue a relationship with the child or family if the child (or guardian for a child under age 18) desires continued contact. The advocate must make known that they are no longer serving in an official role under the auspices of the CASA program. The advocate will incur all liability for activity related to continued relationships with children and families after official case closure. See Case Closure (Resource 51) for more information about case closure.**

G. Release of a CASA appointment

- 1. Closure of case. The entry of an order discharging a child from the jurisdiction of the court shall automatically serve to terminate the appointment of the advocate.
- 2. Program request. The Coordinator may request that the CASA advocate and/or program appointment be dismissed.
 - a. Use Resource 38: Request & Order Release CASA or Resource 38b: Order to Release CASA and Program.
 - b. When using Resource 38, the Coordinator will select a replacement advocate to be assigned in accordance with local protocols established with the court. A new Order to Appoint CASA will be prepared by the coordinator and submitted to the judge for approval. Upon receipt of the Order, the program staff will notify the parties of the new advocate appointment.
- 3. Court Termination. The court reserves the right to terminate the appointment of an advocate.
- 4. When a CASA appointment is terminated, program staff will follow the policies and procedures for closing a case outlined in Section 6: Record Keeping.
- 5. CASA Resignation
 - a. The Coordinator will submit a request to the court for the advocate to be released (Resource 38) from the case due to the advocate's resignation from the program.

- b. If an advocate is still needed on the case, the Coordinator will select a replacement advocate to be assigned in accordance with local protocols established with the court. A new Order to Appoint CASA will be prepared by the coordinator and submitted to the judge for approval. Upon receipt of the Order, the program staff will notify the parties of the new advocate appointment.

H. Advocate Retention and Recognition

1. Coordinators must have an active plan for recognizing advocates and rewarding good work.
2. Coordinators will maintain a personal, yet professional relationship with the advocates.
3. The performance of all advocates will be evaluated on a regular basis. An advocate will participate in a case progress review after s(he) has been assigned to the first case for six months, and yearly thereafter.
 - a. If issues arise between the scheduled case progress reviews, an additional review can be performed.
 - b. All case progress reviews must be reviewed with the advocate.
 - c. A copy of each case progress review must be provided to the advocate and kept in the advocate's record.

I. Dismissal of an Advocate or Coach

1. The Coordinator (in consultation with the Administrator) may request the dismissal of an advocate or coach from the CASA program. Appropriate grounds for dismissal of an advocate or coach include, but are not limited to the following:
 - a. The individual takes action without program or court approval that endangers the child or is outside the role or authority of the CASA program.
 - b. The individual violates a program policy, court rule or law.
 - c. The individual demonstrates an inability to effectively carry out their duties.
 - d. The individual fails to complete required pre-service and ongoing training.
 - e. The individual engages in ex-parte communication with the court.
 - f. The individual falsifies his or her application or misrepresents facts during the screening process.
 - g. The existence of confirmed or founded reports of child abuse/neglect against the individual.
 - h. The individual fails to report suspected child abuse on his/her case, of which he or she is aware, and a subsequent CPSAS report substantiates the abuse.
 - i. The individual fails to report a conflict of interest.
 - j. The individual experiences an irresolvable conflict of interest that occurs after case assignment.

J. Program Exit by an Advocate or Coach

1. When an advocate or coach desires to be relieved of the responsibilities of the program, the individual must submit his or her resignation in writing to the Coordinator. A copy is maintained in the Advocate or Coach record.
2. Program staff follows the procedure in Section 6.B.5, *Closing a CASA Record*.
3. The individual must return any hard copy case file information to the CASA office within two weeks of exiting the program. The individual will delete all electronic documents containing confidential case related information from their devices, to include draft and final CASA reports and other case file information received or saved in electronic form.
4. The individual will return his/her CASA identification badge upon exiting the program.
5. The individual will participate in an exit survey upon leaving the CASA program. Use Resource 34. CASA Exit Survey.

Section 6: Record Keeping

A. Case Record Management

1. Office Case Records
 - a. Unless the Administrator approves an exception for a local office, the CASA program utilizes Iowa CAB Online (ICO) to maintain complete, accurate and current records for each child served, which include:
 - i. Biographical or other identifying information.
 - ii. Background on the nature of the presenting problem or reason for referral by the court.
 - iii. Court reports and any court orders related to the service being provided.
 - iv. DHS case permanency plan (Social service case plan)
 - v. CASA reports
 - vi. Provider reports
 - vii. Any other documentation submitted to the court
 - b. Unless the Administrator approves an exception for a local office, as documents are received they are scanned and uploaded to ICO. A copy is sent to the advocate if s(he) is not utilizing ICO.
 - c. All program staff, coaches and advocates must respect the child's right to privacy by maintaining the confidentiality of each case record.
 - d. The program's policies, procedures and practices are consistent with all applicable laws and regulations pertaining to confidentiality.
 - e. The program case records are limited to individuals and agencies whose access is permitted by statute or the court.
 - f. All electronic and hard copy records are safely and securely maintained.
2. Advocate Case Records
 - a. Advocates are encouraged to use the ICO system for their case records in place of maintaining a paper copy or storing electronic documents on their personal devices.
 - b. If an advocate requests a paper copy of the file, copy the case file information and prepare a working file for the advocate. Give the file to the advocate at the time of assignment.
 - c. If an advocate requests a paper copy of the file, any subsequent case file information received during the life of the case will also be given to the advocate for a comprehensive record of the case.
 - d. It is critical for advocates to understand that the materials contained in these case records are confidential and they must take precautions to safeguard their working records when they are in their possession. Violation of maintaining the confidentiality of records constitutes a serious misdemeanor.
 - i. All electronic copies must be stored in a password protected folder.
 - ii. Paper copies must be kept in a secured location.
 - e. Upon case closure, the advocate must delete all electronic documents and return the complete case record to the office within two weeks if s(he) has printed case documents. The CASA case record is destroyed upon receipt.
3. Closing a case: Upon receipt of an order releasing the advocate or closing the case, program staff closes the case record in ICO by:
 - a. Entering data in the following fields on the Summary screen:
 - i. Case Status to Inactive
 - ii. Date case closed
 - iii. Court Status at CASA Program Closure

- iv. Reason for CASA Program Closure
- v. Child Status at CASA Program Closure
- b. Uploading any CASA reports filed with the court to the ICO case record. Once all CASA reports are uploaded to ICO, any paper or other electronic documents must be shredded or deleted.
- c. Making the Coordinator, coach (if applicable) and advocate inactive in the People screen. Once this has been completed, the coach and advocate no longer have access to the ICO case record.
- d. Sending the Feedback Survey link to the advocate by sending the following in an email. Hard copy is available on ICAB Staff Home Page in Policies and Procedures (Resource 47) if the advocate does not have email. If a hard copy survey is returned, staff enters the survey results into SurveyMonkey by using this link.

Sample email to send to Advocate:

A juvenile court proceeding that you were involved with recently closed. Please take a few minutes to complete this brief survey regarding your CASA role as it related to the case. Your input is beneficial as we assess the impact of CASA advocacy efforts and strive to continually improve the work of our advocates across the state. You can access the survey at <https://www.surveymonkey.com/r/CloseAdvocate>. Thank you for taking time to provide your feedback.

- e. Sending the IP Feedback Survey link to all interested parties involved in the case, including the CASA Coach if applicable. Hard copy is available on ICAB Staff Home Page in Policies and Procedures (Resource 48) if an interested party (parent, foster parent, etc.) does not have email or staff does not have the email for the individual. If a hard copy survey is returned, staff enters the survey results into SurveyMonkey by using this link.

Sample email to send to Interested Parties:

A juvenile court proceeding that you were involved with recently closed. Please take a few minutes to complete this brief survey regarding the CASA role as it related to the case. Your input is beneficial as we continually assess the impact of CASA advocacy efforts and strive to improve the work of CASA advocates across the state. You can access the survey at <https://www.surveymonkey.com/r/CloseIP>. Thank you for taking time to provide your feedback.

- 4. Retention of Case Records
 - a. The ICO case records are stored indefinitely.
 - b. ICO is the official records storage system for ICAB Programs. Paper copy case records will be destroyed when the child reaches majority age.
 - c. Paper copy case records can be destroyed at an earlier date if the CASA reports and any additional case documents authored by the CASA program are stored in the ICO system.

B. CASA Record Management

- 1. The CASA program maintains a record of each advocate that may be reviewed by the advocate with the exception of confidential reference documentation and record checks. The CASA record contains, at minimum:
 - a. Application with emergency contact information and employment history
 - b. Confidential reference documentation (three references)
 - c. Copy of CASA Interview Questionnaire

- d. Documentation of all records checks
 - e. Signed policy acknowledgement form(s)
 - f. Copy of the Oath of Confidentiality
 - g. Training records
 - h. Copy of the completed Advocate Skills and Perspective Assessment
 - i. Performance reviews and any other documentation related to performance.
 - j. Documentation of CASA status. This is maintained in Iowa's case management system (ICO)
 - k. Copy of advocate's current driver's license and verification of automobile insurance if the advocate chooses to transport a CASA child
 - l. Exception to policy forms, if applicable (caseloads and/or in-person contact with child)
 - m. Resignation or dismissal documentation
 - n. Program Exit Survey
2. CASA ICO Record
- a. Each advocate must have an application entered in ICO. The application then auto-fills the Personal Information and reference information in the volunteer profile. This information can be updated as needed by using the Manage Volunteer option in ICO.
 - b. Program staff completes reference check information by entering the verification date and any notes for each of the references.
 - c. Program staff will maintain accurate records in ICO by updating the advocate's program status by completing the CASA Status History whenever there is a change in the advocate's status with the program.
 - i. An "assigned – not available" CASA is one who is assigned simultaneously on no more than two (2) active cases unless an exception has been made.
 - ii. An "assigned - available" CASA is assigned to one case but is available to accept an additional case assignment.
 - iii. A "not assigned – available" CASA does not have a case assignment but is available to accept a case.
 - iv. A "not assigned – not available" CASA does not have a case assignment and is not available to take a case assignment until further notice. This is temporary rather than an extended leave.
 - v. An "on leave" status CASA is not assigned on any case, and is taking a "hiatus" from active participation in a case. A CASA with this status may be active with the CASA program in other volunteer ways. CASAs will remain on the mailing list and continue to receive program materials, updates, and training information. On Leave status can continue for up to 24 months, with the individual completing a minimum of twelve (12) in-service hours per year during that 24-month period of time. On Leave status exceeding 24 months, with no planned date for reactivation into the program, will result in the removal of the CASA from the program roster. Reinstatement to active status would require completion of additional pre-service training hours as determined by the Coordinator.
 - vi. Pending status is for advocates who have applied and are going through the screening and training process.
 - 1. If the applicant does not continue with the process, the status is changed to Withdrawn.
 - 2. If the applicant is denied during the screening and training process, the status is changed to Denied.

3. Once the applicant completes all pre-service training requirements, the status is changed to Not Assigned – Available.
3. CASA Activity (Hours and Miles)
 - a. At the end of each month, advocates are required to report their total hours and miles contributed to the CASA program. Advocates will document case activities, hours and miles on the Monthly Advocate Update that is submitted to the coach and program staff according to local office protocol. Advocates are encouraged to submit this in ICO.
 - i. Any reimbursement (including gas cards) given to advocates/coaches for travel expenses cannot exceed \$0.14/mile. If the reimbursement exceeds \$0.14/mile then the individual will need to claim this as taxable income.
 - ii. If an advocate receives reimbursement for mileage, then the miles cannot be submitted each month as donated mileage.
 - b. For advocates who do not utilize ICO, program staff enters each advocate's hours and miles into ICO under Activity.
 - c. If an advocate does not submit hours and miles, program staff enters zero (0) for that month's hours and miles in ICO for the advocate. Continued efforts are made to obtain the information. Overdue hours and miles can be entered into ICO with the next month's data.
4. CASA Training Hours
 - a. Thirty hours of pre-service training hours must be documented for each advocate.
 - b. Each advocate is required to complete 12 additional hours of continuing education credits per calendar year. This is prorated in relation to an advocate's start date.
 - c. Advocates document completed in-service training on the Monthly Advocate Update that is submitted to the coach and program staff according to local office protocol.
5. Closing a CASA Record
 - a. Written documentation of the voluntary or involuntary dismissal of an advocate will be kept in the advocate's record.
 - b. When an advocate leaves the program, staff removes the advocate from any active ICO case assignments and updates the advocate's ICO Case Status to "Exited Program" with the date of exit.
 - c. An exit survey must be completed by the advocate and a copy kept in the advocate's record.
6. Retention of CASA Records
 - a. If an applicant completes an application and the necessary releases but does not complete the pre-service training, that information will be destroyed after one year. All releases will have expired if the applicant decides to complete the training and new releases would be needed.
 - b. If an advocate completes the pre-service training, but does not take a case, all information will be kept until the advocate has reached the 24 month unavailable status.
 - c. If an advocate resigns or is dismissed, all information will be kept for 24 months in the event that the individual wants to return within that 24 month unavailable status.
 - d. Coordinators may keep CASA records indefinitely in the event that s(he) is asked to provide a reference for a former advocate.

C. Statistical Data

Program staff will maintain complete case and volunteer data for national, state and other reporting requirements.

Section 7: Friends of Iowa CASA & FCRB

A. Friends Account

1. Local ICAB offices will set up a program fund through the Friends of Iowa CASA and ICFCRB for grants and donations.
2. Funds are used for, but not limited to, volunteer recognition events, volunteer support, extra training expenses, snacks for volunteers at Foundations Trainings or office equipment.
3. When processing a donation or expense claim, Coordinators will complete the accounting form.
4. For reimbursement requests, send the following items to the Treasurer of Friends:
 - a. Completed Friends accounting form – use Resource 39.
 - b. Original receipt (kept for Friends' records); cancelled checks cannot be used as a receipt
 - c. Copy of receipt (used by check countersigner for verification; it will be shredded unless a return is requested)
 - d. Completed Iowa Ethics and Campaign Disclosure form – use Resource 40. This form is sent to ICAB office by the treasurer.
 - i. Department or Office Receiving Gift: Local Office information
 - ii. Contact Person for Recipient Department or Office: ICAB Administrator and state office contact information.
 - iii. Donor of Gift: Friends of Iowa CASA and ICFCRB with Administrative Assistant email address.
 - e. Copy of Ethics form (kept for Friends' records)
 - f. Stamped envelope addressed to the Payee
5. Checks are processed once a week. From the appropriate person they are sent to two other people for signatures and then mailed to the payee.
6. Friends' account balances are emailed to Coordinators quarterly. Coordinators may contact the Treasurer anytime to request the account balance.

B. Fundraising, Donations and Grants

In order to maintain a Friends account balance, fundraising can be done but is not a primary focus of a Coordinator's job duties. With limited state funds, writing grants is a way to replace outdated office equipment or meet needs for local programs.

1. Coordinators can explore grant resources and obtain guidelines/application if available.
2. If grants are an option, contact the Administrator and Administrative Assistant about the office need. Coordinators will work with the Administrative Assistant for completion of grants.
3. When submitting a donation or grant disbursement, send the following to the Treasurer of Friends:
 - a. Completed Friends accounting form
 - b. Check(s) or cash to be deposited

C. Audit

1. An annual audit is conducted at the end of each calendar year.
2. Friends takes 5% of each donation or grant as an administration assessment. This pays for the audit expenses and other accounting fees, bank fees, and National CASA dues.